


Memorandum



SUPPLEMENT TO
AGENDA ITEM NO. 2(B)1
MARCH 20, 2007

Date: March 12, 2007
To: Phyllis Tynes-Saunders
Director, Department of Human Services
From: George M. Burgess
County Manager 
Subject: Charge Memorandum -- Department of Human Services

As you begin your tenure as the Director of the Department of Human Services (DHS), it is important for you to continue the efforts underway to re-energize and create a new synergy around the County's human service delivery system. As the sources of revenue for human services are challenged and the needs of many residents in our community grow, it is critical to ensure that our service delivery system maximizes the use of resources, creates and maintain an integrated and comprehensive approach to service delivery, in a system that is customer focused and readily accessible.

To this end, it is my expectation that you will continue to focus on the achievement of the department's goals established for FY06-07 in addition to the following priorities:

- ensure full implementation of the Child Development Services Division's corrective action plan as well as the implementation of the newly awarded contract with the Early Learning Coalition of Miami-Dade/Monroe;
- continuation of your active involvement in the development and successful implementation of the Social Services Integrated Management Information System;
- accelerate the Department's General Obligation Bonds funded programs in coordination with the Community Action Agency to improve coordination of emergency and self sufficiency services;
- continue your active participation in the ongoing review, analysis, and recommended realignment of our human service departments to ensure our utilizations of best practice models, maximization of resources, increased customer service and accessibility, and increased accountability;
- work collaboratively with the Community Action Agency to develop and implement a countywide social services education campaign;
- implement the Summer Youth Employment initiative ensuring the timely awarding of and ongoing management of contracts awarded to Community Based Organizations;
- maintain close oversight of the South Dade Victims Center renovation project;
- continue to work closely and collaboratively with school board personnel to ensure provision of psychological day treatment services within the current resource allocation; and
- work collaboratively with the Eleventh Judicial Circuit in the implementation and execution of the jail Diversion Emergency Assistance Program.

Phyllis, it has been several years since the Department has had a permanent Director and during that time a number of program changes have occurred that have also impacted the organizational structure. I believe that there is a need to assess the current management structure and team to surround yourself with the appropriate staff support and individuals who share your passion, commitment, and ability to get the job done.

I am confident that you will continue to move forward in these efforts that will result in measurable benefits for those in need in our community. Best of luck in these endeavors and know that you have our full support.

c: Carlos Alvarez, Mayor
Denis Morales, Chief of Staff, Mayor's Office
Susanne M. Torriente, Chief of Staff/Assistant County Manager
Mae D. Bryant, Assistant County Manager